



JOB POSTING NOTICE

Communication Dispatcher

Dennis M. Clough, Mayor

Position: Communication Dispatcher

Department: City of Westlake Police Station

Salary: \$16.97 per hour

Position Type: Full-time

Closing Date: City of Westlake Applications will be accepted until the position is filled

Job Description

Under the general supervision of the Police Chief and/or his designee, the individual in this position performs a variety of technical, administrative, and routine clerical work related to receiving and disseminating emergency and routine information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the department's Communications Center.

Essential Duties and Responsibilities

- Report promptly for duty as scheduled. Ability to work various shifts with rotating or fixed days off as assigned, and be alert and ready. Ability to report for unscheduled duty in emergencies, when required.
- Audibly monitor telephones and radios in the communications center. Answer all incoming calls (including 911 and TDD calls), ascertain nature of call, and gather all necessary information to transmit or relay.
- Audibly monitor police, fire, and EMS radio frequencies of surrounding departments, inter-city systems, as well as numerous other radio frequencies of common public safety interests, and relay to field personnel pertinent information from other jurisdictions which may affect Westlake.
- Operate two-way radio to dispatch police and other response vehicles for emergency responses, broadcast essential information to responding personnel, contact all required personnel and other local concerns such as the fire department in the event of an emergency situation, relay information as required.
- Maintain accurate and detailed logs on radio and telephone communications, location of personnel and equipment. In the event of an emergency situation, maintain on-going contact with the responding personnel and keep them informed of all incoming pertinent information; keep track of various information such as traffic lights out, broken water lines, storm damage, and streets closed; keep emergency personnel informed and contact appropriate departments or utility companies so emergency repairs can be made.
- Maintain police, fire, and EMS availability.
- Maintain all necessary dispatch documents and records.
- Accurately monitor, retrieve and disseminate information from police computer systems (i.e. CAD, REDSS, LEADS/NCIC, NLETS, and CCH). Enter appropriate information into computer when needed. Maintain a good working knowledge of all departmental computer records and assist officers in retrieving information for criminal or traffic investigations. Search internet data bases to include RPMC and Common Pleas Court websites.
- Obtain and maintain current LEADS certification. Perform all REDSS, LEADS/NCIC, NLETS, and CCH functions as specified in their operating manuals.
- Ability to simultaneously handle several tasks competently (multi-tasking).
- Ability to screen calls (including incoming telephone calls, radio traffic, computer requests, etc.) and prioritize and assign accordingly, using departmental guidelines and common sense.
- Ability to work in stressful situations and maintain composure.
- Ability to listen intently and speak clearly.
- Ability to focus on surroundings (i.e. Always know what is going on).
- Assess a situation and apply a course of action promptly with limited or unclear, or questionable information.
- Ability to calm an emotional caller and take control of the conversation in order to obtain the required information.

- Answer inquiries and complaints at the citizen pedestrian counter.
- Ability to keep sensitive or privileged information confidential.
- Ability to develop and maintain an effective and professional working relationship with co-workers and the general public.
- Ability to follow and carry out written and/or verbal orders and instructions with respect to the chain of command.
- Physical and mental ability to work effectively under all conditions encountered.
- Maintain communications center work area and equipment in clean and working condition.

Peripheral Duties and Responsibilities

- Visually monitor jail facility via closed circuit TV and audio/intercom system to ensure officer, staff, and prisoner safety, as well as prisoner conduct and emergencies.
- Visually monitor security cameras inside and outside of the police facility.
- Assist in training new employees on the operation of the communications center and all components.
- Testify (truthfully and completely) in court, when subpoenaed.
- Be trained as a matron (if applicable). Duties include but are not limited to: conducting thorough searches of female prisoners which encompasses removing person's property, potential weapons, contraband, and self-destructive implements from prisoner, and securing said items; assisting with booking procedures which may include controlling combative and/or belligerent prisoners through verbal and/or soft handed active counter-measure techniques. Further duties include routine jail checks of female prisoners and assisting with feeding and hygiene needs.
- Be sworn in as and perform the duties of a Deputy Clerk of the Rocky River Municipal Court.
- Occasionally assist with the processing of court paperwork (i.e. complaints, recognizance papers, collecting of bonds or fines/costs, and issuing receipts).
- Use, maintain, and monitor the Senior Home Check computer.
- Be trained in fingerprinting services provided for citizens who reside or work within the City of Westlake.
- Be trained as a child safety seat technician.

Desired Minimum Requirements

Education and Experience:

- Possess a high school diploma or GED equivalent with specialized course work in general office practices such as typing, filing, accurate record keeping or basic mathematics skills and two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills, and Abilities:

- Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures.
- Some skill in operation of the listed tools and equipment.
- Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively in writing and verbally; ability to handle stressful situations and maintain composure; ability to maintain effective working relationships with co-workers and the general public.
- Pre-employment drug screening and background check required.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is required to walk, sit, talk, hear, use hands to finger, handle, feel or operate objects, tools, or controls, reach with hands and arms and bend over. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision, and the ability to adjust focus. Example: detects movement of prisoner in jail, or movement of subjects on closed circuit TV, monitoring more than one computer screen.
- Repetitive Work: Talking to the "same people" with the "same problems" day after day.
- Working Conditions: Looking at computer screens, working on a keyboard in low lights; Working inside in a "closed" room with "processed air" and little physical contact with the outside world. Adrenaline rushes preceded and followed by boredom due to flow of calls.

Special Requirements

- No felony convictions.

Tools and Equipment Used

- Telephone system, including computer-aided dispatch (CAD) system; personal computer, internet, including word processing and office software; copy machine; fax machine; radio; police car; police radio; vehicle lockout tools, Taser and other weapons as required.

Work Environment

The noise level in the work environment varies from shift to shift, and is usually at a moderate to loud level. Work is subject to varying and unpredictable situations as it requires handling of emergency or crisis situations. The work is also subject to many interruptions and pressure due to multiple calls and inquiries. It requires judgment and action in life threatening situations. Work is scheduled in shifts with multiple days off, some holidays and weekends are required, subject to changing work schedule.

Selection Guidelines

Formal application, rating of education and experience, oral interview, reference check and any related test to demonstrate the ability to perform essential duties may be required. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer, as needed.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

To be considered for the position, applicants should email or mail completed City of Westlake employment application, resume, and cover letter detailing background and experience to:

Mail: City of Westlake
Human Resources Department
27700 Hilliard Boulevard
Westlake, OH 44145

Email: humanresources@cityofwestlake.org

Fax: 440-617-4299

[Download employment application form](#)

The City of Westlake is an Equal Opportunity Employer

www.cityofwestlake.org